GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3416
ANSWERED ON:14.08.2000
CASES OF MISBEHAVIOUR REPORTED AT DELHI AIRPORT
CHANDRA VIJAY SINGH

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the number of cases reported relating to misbehaviour and rudeness with passengers and visitors at airports in Delhi during the past two years; and

(b) the action taken by the Government in this regard?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)
(a):- Indian Airlines have reported 34 cases of such nature during the last two years.

(b):- Amongst the reported 34 cases, 1 official was transfered, 13 were issued warning / caution letters and 20 were subjected to counselling.